RPP Software Support Handbook

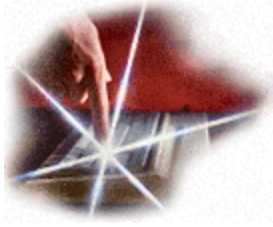*Welcome to Ricoh Production Print (RPP) Software Support*

We have produced this guide with the following objectives in mind:

- Introduce you to RPP Software Support
- Share information our world-wide RPP Software Support organization
- Provide information on the software support process
- Improve your experience when contacting RPP Software Support for assistance
- Explain how you can enhance your RPP Software Support with additional services to meet your needs

This guide contains important information on the procedures and practices followed in the service and support of your RPP software products. It does not replace the contractual terms and conditions under which you acquired specific RPP software products or services. Please review it carefully. You may want to bookmark the site so you can refer back as required to the latest information. We are interested in continuing to improve your RPP software support experience, and encourage you to provide feedback by going to your country's Ricoh Production Print website and clicking the link for "Contact Us".

CONTENTS

Overview of Support

This overview explains RPP's commitment to supporting clients and its software support organization.

The RPP Software Support Commitment

We believe that having your business is both a privilege and a responsibility. We hope to maintain that business by providing you with solutions to your information technology problems. We also recognize that to enable you to concentrate on your core business issues, it is crucial that we provide world-class information technology services that complement our information system solutions.

The goal of RPP Software Support is to provide you with the quality software support and services you need. Our vision is to achieve a level of support excellence that exceeds your expectations and differentiates RPP in the marketplace by providing:

- Rapid response to your requests
- Fast relief to high impact problems
- Timely problem resolution
- High quality fixes and information
- Up-to-date service and installation information

We are committed to achieving the highest level of customer satisfaction in the industry, with quality focused programs designed to provide services that enhance and maximize the use of RPP products. As your solutions partner, we are dedicated to enabling your success.

Software customer support organization

RPP's software support organization is a global network of centers with expertise across our product portfolio. The organization is made up of teams of individuals who work together to provide you with the software support that you require. Our worldwide centers are structured to provide you with local language access in many countries and with the skills to help you identify the source of your problem amongst the products for which you have purchased support. For complex problems, we have skilled product

teams who have access to the experts in our Development Laboratories, as required. Therefore, you have access to the right level of RPP expertise when you need it -- no matter where they are located.

The people of our software support organizations are highly skilled, motivated, energetic, and are eager to solve your software problems or answer your questions. Our goal is to ensure your satisfaction each time you need to call on us for support by:

- Responding to your calls within targeted guidelines
- Providing ongoing communication regarding your problem, from the time you first report it through problem resolution
- Taking ownership of your call for support
- Providing a defined escalation process when management assistance is needed
- Maintaining our commitment to continuous improvement of our service processes

Preventing Problems

Regardless of what type of system you are running, you want your system to be available when you need it to get your work done. Your data should also be secure from loss or contamination, ensuring confidence in the accuracy of the results. RPP recommends the installation of regular software maintenance to proactively avoid problems caused by software defects already known and corrected by RPP.

Code Fixes and Product Updates

RPP software products may be updated every few months to fix known problems and provide additional function. Even if you are not having any problems, we recommend that you check with support periodically and ask if any new fixes or updates are available for your products.

There are several types of maintenance. Typically, a fix is a resolution for a specific product defect, or sometimes multiple defects. A fix is also called a patch or PTF. A product update provides fixes for known problems as well as new functionality.

Follow this link to Support Downloads

What to Do Before Contacting Support

When calling for support remember the call receive person is not your technical support representative.   Please give a brief description to the call receive person and have the rest of this information ready when the Level 2 support representative returns your call.

To resolve your software support service request in the most expedient way possible, it is important that you take the following steps before you contact a software support center. You will need to gather information about the problem and have it on hand when discussing the situation with the software support specialist. The following steps are an example of what is required:

Define the problem

If you can describe the problem and symptoms before contacting software support, you can expedite the problem solving process. It is very important to be as specific as possible when explaining a problem or question to our software support specialists. Our specialists want to give you the right solution, so, the better they understand your specific problem the better they are able to resolve it.

Gather background information

To solve problems effectively, the software support specialist needs to have all of the relevant information about the problem. Your ability to answer the following questions will help us to solve your software problem:

- What levels of software were you running when the problem occurred? Please include all relevant products, i.e.: operating system as well as related products.
- Has the problem happened before, or is this an isolated problem?
- What steps led to the failure?
- Can the problem be recreated? If so, what steps are required?
- Have any changes been made to the system? (hardware, network or software)
- Were any messages or other diagnostic information produced? If yes, what were they?)
- It is often helpful to have a printout of the message number(s) of any messages received when you place the call for support.
- Define your technical question in specific terms and provide the version and release level of the product(s) in question.

Gather relevant diagnostic information (if possible)

It is often necessary that our software support specialists analyze specific diagnostic information, such as relevant logs, storage dumps, traces, etc., in order to resolve your problem. Gathering this information is often the most critical step in resolving your problem. Product specific diagnostic documentation can be very helpful in identifying what information is typically required to resolve problems. You may find additional information on the individual product pages under Support. You can always contact software support for assistance in gathering the needed diagnostic information.

Determine the Priority level

Priority levels are determined during a mutual discussion by the client and support analyst, based on the business impact of the issue. If you designate a problem as a Priority 1, RPP software support will work on it 7 days a week, 24 hours a day, providing you are also available to work during those hours.

You may change the Priority level of a problem if circumstances change from when it was first entered, to match current business impact conditions.

The following table Priority levels and provides some examples.

Priority Level Definitions and Examples		
Level	**Definition**	**Examples**
Urgency 1 – Critical 7x24 Response	Critical Impact/System Down: Business critical software component is inoperable or critical interface has failed. This usually applies to a production environment and indicates you are unable to use the program resulting in a critical impact on operations. This condition requires an immediate solution.	• Server is down users unable to connect.
Urgency 2 – High Normal Business Hours	Significant business impact: A software component is severely restricted in its use or you are in jeopardy of missing business deadlines.	• Problem printing one type of data or one specific print job
Urgency 3 – Medium Normal Business Hours	Some business impact; Indicates the program is usable with less significant features (not critical to operations) unavailable.	• A configurable transform is not working correctly.

When speaking with a software support specialist, you should also mention the following items if they apply to your situation:

- You are under business deadline pressure.
- Your availability (i.e. when you will be able to work with RPP Software Support).

- Alternate ways to reach you, more than one phone number, email address
- You can designate a knowledgeable alternate contact with whom we can speak.
- You have other open problem tickets with RPP regarding this service request.
- You have researched this situation prior to calling RPP and have detailed information or documentation to provide for the problem.

Contacting Software Support

When calling or submitting a problem to RPP Software Support, please have the following information ready:

- Account name
- Contact name
- Preferred means of contact (voice or email)
- Telephone number and/or email address where you can be reached
- Related product and version information
- Related operating system and database information
- Detailed description of the issue
- Priority of the issue in relationship to the impact of it affecting your business needs

Voice access

- ❖ RPP Software voice support is available for all software products supported by RPP and to all current support contract holders through a Single Point of Contact (SPOC) telephone number in your country (where available). You will be required to provide your RPP Account Name for validation of the support service to which you are entitled, as well as the product about which you are calling.

Response objectives

When you contact software support to report a problem or update/get status on a problem, your request will be routed to a software support specialist. RPP's goal is to return your call within two business hours during prime shift, and within two hours during off shift hours for critical problems. See table next page.

Urgency / Priority	Impact	Response goal
1	Critical business impact	Within two hours 7 x 24 – 365 days
2	Significant business impact	Within two business hours*
3	Some business impact	Within two business hours*
* Not a misprint, two hours on all severities		

Please note: RPP will use commercially reasonable efforts to respond to service requests within two hours during your normal country business hours. Our initial response may result in resolution of your request, or it will form the basis for determining what additional actions may be required to achieve technical resolution of your request.

Off shift support

During Off shift hours we will use commercially reasonable efforts to respond, by telephone, within two hours to service calls which you specify to be Customer Critical problems (Priority 1). Normal country business hours are defined by your time zone and the prevailing business hours within your country, e.g.: 8:00am to 5:00pm in North America or 9:00am to 6:00pm in some parts of Asia and Europe, Monday through Friday, except national holidays. Off shift hours are defined as all other hours outside of normal country business hours. Off shift support will be provided in English however, we will try to accommodate local language where possible. An appropriately skilled technical person from your site must be available to work with RPP's technical support staff during the entire time we are performing support services outside of normal country business hours

How your call is handled by RPP Software Support

❖ You must submit your request for assistance by contacting RPP directly by telephone. The phone number varies by country; please review the Software Support information located on your country's Ricoh website for additional information.

When you contact Ricoh to have an incident opened, a unique problem ticket is created for the reported problem. Please make note of the ticket number, and use it in any future communication with the support center on this issue. Your ticket is then routed to a resolution team for handling. Your problem ticket will be placed in a queue for call back.

At the resolution team level your call is researched, resolved, or escalated as appropriate. Due to the level of specialization required to maintain superior technical expertise at the

team level, it is sometimes necessary to involve more than one support team in resolving a particular software problem. This is easily handled, as our support teams are all networked together and work as one to resolve whatever problems or issues arise.

In order to investigate the issue, RPP software support may need to access information on your system relative to the failure, or may need to recreate the failure to get additional information. Should the problem be configuration related, it is possible you may need to recreate the problem in order to obtain the required information. Our software support specialists may request that you send in the problem information or test cases or that they be able to view it with you electronically. See [Exchanging Information with RPP Technical Support](#) later in this handbook for more information on the options available.

How a code defect is handled by support

During the investigation process, the resolution team determines if your issue falls into one of three categories as described below.

1. A known defect-related issue: If the resolution team determines that the issue is the result of a software defect that has previously been reported, the following actions may be taken:
    o A fix or workaround is provided to circumvent or correct the issue
    o If no workaround is available and it is determined that one is required, the resolution team will work with the you to find the best feasible workaround
    o The resolution team advises the you when the software defect is resolved, assists in fix implementation and updates your problem ticket accordingly
2. A new defect: If the resolution team determines that the issue is the result of a software defect that has not been reported before, we will work with you to gather the appropriate information regarding the defect and will then work with the appropriate development team to resolve the problem.

The development team will determine how the defect will be addressed. One of a number of fix-related activities may result:
- o If the defect is determined to be of high impact, a code fix is created and delivered to you in the form of an iFix (interim Fix).
- o If the defect is determined to be of lower impact which does not require an immediate fix; we may defer the fix for a future release.
3. A problem that is not defect-related: If the resolution team determines that the issue is not a software defect in supported RPP code but is a change that you require, we will continue to work the problem to resolution only at your request and with your concurrence, under a separate services agreement.

After you have received a fix, we will follow up with you to confirm resolution of your problem. If you have verified the fix, please contact the support center so that your problem ticket may be closed. If for some reason the problem is not resolved, or you are dissatisfied with the solution, your problem record will remain open while RPP support personnel continue to work on the problem. The problem ticket will not be closed until the problem has been resolved to your satisfaction.

How questions (how-to/install) are handled by support

For Clients with a Software Maintenance Agreement, technical question support allows you to obtain assistance from RPP for product specific, task-oriented questions regarding the installation and operation of currently supported RPP software. In the course of providing answers to your technical questions, we may refer you to product documentation or publications, or we may be able to provide a direct answer to assist you in the following areas:

Short duration problems involving

- Installation
- Usage (how-to)
- Specific usage/installation questions for documented functions
- Product compatibility and interoperability questions
- Technical references to publications, such as manuals
- Assistance with interpretation of publications
- Providing available configuration samples
- Planning information for software fixes
- RPP database searches

The RPP Software Support process is **<u>not</u>** structured to address everything -- the following are examples of areas that are **<u>beyond our scope</u>**:

- Performance analysis
- Writing, troubleshooting or customizing client's code
- Performing step-by-step installations
- Extensive configuration questions
- Recovering a database, or data recovery
- Consulting

Most of these types of situations require a Professional Services agreement. For further information about these services please contact your RPP Representative who can help direct you to resources who can discuss your needs.

Problem handling best practices

We have found that the following practices help us to ensure we can provide the most timely resolution to your question or problem.

- Keeping each issue separate (one problem per ticket) allows us to provide better service to our clients.
- Selecting the appropriate Priority and letting us know the business impact will help to get the right focus on your problem.
- It is a good idea to keep the RPP software support team informed of Major Upgrades/Implementations.
- Stay current on Product Release levels.
- Provide timely feedback on recommendations and close the problem ticket when you feel the problem has been resolved. If the problem reoccurs you may reopen the original problem ticket by calling your local support center.

Your responsibilities

RPP does not warrant that our products are defect free; however we do endeavor to fix them to work to your satisfaction. You may be surprised to learn you play a key role in this effort. Our remote software support is available to provide assistance and guidance;

however we assume that you will provide information about your system and the failing component information that is key to resolving the problem.

This information includes capturing documentation at the time of a failure, applying a trap or trace code to your system, possibly formatting the output from the trap or trace, and sending documentation or trace information, in hardcopy or softcopy, to the remote support center. You are also responsible for obtaining fixes, by downloading or by receiving ones that have been shipped to you on media, applying the fixes to your systems and testing the fixes to ensure they meet your needs. Occasionally, removal of installed fixes may be necessary in the process of isolating problems. And sometimes fixing a problem will mean the installation of a later release of the software as some fixes cannot be retrofitted into earlier code.

You need to be aware of your responsibilities when working with an RPP support center. If you do not have the required skill you can engage a services provider such as an RPP PPSE (Production Print Systems Engineer), FTSS, Professional Services team member, or a business partner to assist you, for an additional fee.

If you are involved in a services engagement in which a Business Partner is designing and implementing an application for you, you should suggest that the statement of work be very clear as to whose responsibility it is to work suspected code defect issues with RPP, to ensure proper entitlement for remote support.

Escalation procedure

If at any point in the service process, you feel we are not meeting our commitments to you (as outlined in this handbook), you may call our attention to this problem by doing one or all of the following:

1. Be certain to explain the business impact of your problem to the service representative
2. Raise the Priority Level of the problem
3. Ask to speak to the person's manager - Escalations to an RPP manager will receive prompt attention and management focus.
4. Ask for a "Duty Manager" - The Duty Manager will work with our technical staff to ensure your request is being handled appropriately.
5. Escalate by opening a Complaint or nominate as a Critical Situation or ("Crit Sit"), if warranted. Do this by contacting your PPSE/FTSS or Sales Representative.

Exchanging data with RPP

Our software support specialists may request that you send RPP the problem information, systems data or test cases, etc., or that our support specialists be able to view it with you electronically. To accomplish this, you may be offered several options by the RPP support specialist. By the terms and conditions of the applicable support agreements, this information will be <u>non-confidential</u> (for example, not labeled "your company confidential").

> **Confidential information, including account information, HIPAA/ePHI data, and any personally identifiable information, should <u>not</u> be transmitted to RPP.**

RPP may use its global resources, including but not limited to, RPP Affiliates and personnel located in various countries, for the delivery of service and services. By sending us problem information, you warrant that none of the Customer Data exported to, or otherwise accessible by, RPP is controlled as a defense article under the U.S. International Traffic in Arms Regulation (ITAR) or under any other countries laws or regulations and that none of your data contains Sensitive Personal Information or Business Personal Information.

Note: Once your documentation is received by RPP approved means, RPP will use it only for the purposes for which it was provided - that is, to fix defects or to support RPP products or services. We will not disclose it to other parties, except to contractors of RPP who we may use to help us fix defects or provide support; and we will delete or destroy it when it is no longer required.

If you and the RPP support specialist agree, you may decide to send your problem information or test cases to RPP. There are several approved methods and tools that can be used. The RPP support specialist working with you will discuss these options with you and help you set up the transfer.

Practices

RPP Software Support Lifecycle policy

The RPP Software Support Lifecycle policy specifies the length of time support will be available for RPP software, from when the product is available for purchase to the time the product is no longer supported.

Most RPP Software Products conform to the Standard Support Lifecycle policy, which describes the normal support period for a product. Many products are supported for a period of approximately 5 years. Once the withdrawal of support is announced, Service and support will be available for 12 months. After this time, the software will no longer be supported.

To obtain the most accurate lifecycle information for your product, contact support or your PPSE/FTSS.

Note: Some RPP products may not adhere to this standard policy, such as products not adhering to the standard policy include but are not limited to RPP Software that is sold "as is", products supported by third party directly, or products recently acquired by RPP, which may still adhere to their own legacy lifecycle agreements.

RPP may modify the Lifecycle policy at any time and will communicate the modification and any exceptions via a product announcement letter, or in a general policy announcement.

Support Extensions

Support Extensions are accommodations for Customers who are unable to migrate to a supported software product release within the time provided. To request an extension for your software product, please contact your RPP Sales Representative.

RPP Software Support on unsupported operating systems

RPP Software Support will provide support for RPP products while the product is still within its support period, even if the operating system is no longer supported, but only until such time that the back-level operating system is identified as the probable cause or a contributing factor of the problem. If this is the case, you will be asked to recreate the problem on a supported level of the operating system.

Third party software and Open Source software

Third party software or code may be included or bundled with some of our RPP offerings. This code is included for your convenience, but is not considered part of the RPP program. These non-RPP programs are licensed directly by their providers. You agree to use the non-RPP programs under the provider's terms and conditions. These are provided in the RPP licensing agreement which accompanies the RPP offering at time of purchase.

Because this software is included or bundled with our RPP offerings, RPP does testing to ensure the Third Party products will work with RPP programs and function appropriately. Based on this, RPP Software Support will diagnose problems concerning customer problems utilizing the knowledge of how our RPP offerings work with the Third Party software. Once we have concluded that the RPP program is working correctly, but the issue still exists, RPP will refer you to the Third Party vendor for further diagnosis.

RPP provides these non-RPP programs without any warranties or representation, including, but not limited to, the warranty of non-infringement and the implied warranties of merchantability or fitness for a particular purpose. Under no circumstances will RPP be liable for any direct or indirect damages, including without limitation, lost profits, lost savings, or any incidental, special, or other economic consequential damages, even if RPP is informed of their possibility. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

RPP does not possess the in-depth technical skills to diagnose Third Party software problems. We must refer our customers to those Third Party software vendors for technical support when we diagnose the problem is not with RPP Software.

A special case of the above is open source software which may be included as part of the solutions RPP provides. Because this code is owned by the open source community and

not by RPP, it will be identified in the license materials or in an attachment to the license materials as "unwarranted". Because the code is not RPP's, there are no expressed or implied warranties or indemnification. However, like the third party software described above, RPP does testing so that we are comfortable our programs will work with the Open Source software and function as they were intended. Like the case of the Third Party software, RPP Software Support will attempt to diagnose suspected defects using our knowledge of the interaction of RPP code and the open source software. In some cases we may even have the source code and may be able to provide work-around for reported problems, however the final arbiter over whether a supported fix can be provided may belong to the open source community (hence, the "unwarranted" designation).

Submitting software requirements

The most effective vehicle available to communicate your software requirements to RPP software development is to attend Output Industry conferences and trade shows where you can discuss requirements directly with our product experts, or work directly with your RPP PPSE/FTSS or Sales Representative to document the requirement. They can then enter the requirement into an RPP requirements data base for evaluation and prioritization. Those accepted may be included in a future product release or update.